

E-01345A-08-0172



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 79959

Date: 6/24/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Howard**

Adams

Account Name: Howard Adams

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

From: HOWARD ADAMS [mailto:[REDACTED]]
Sent: Wednesday, June 24, 2009 7:55 AM
To: Hearings Division
Subject: APS

To Whom It May Concern,

When are you going to put a stop to the constant increases in consumer costs from APS. Every time I turn around APS is asking ACC for another increase and you keep granting it. We are in a recession / depression and APS is asking for more money. What an insult. Send them walking and tell them to balance their budget to cover this new "Transmission Cost Adjustment" without charging 0.93% increase to residential customers.

Put a stop to APS. They are out of control on constant increases. All of my neighbors are complaining. If this doesn't get your attention, then come election time, I will run for the commission and make changes. At present I am putting a draft together to send into the Red Rock Newspaper regarding this matter and asking all residents to write to you to stop this insanity of increases by APS.

Regards,

Howard Adams
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission
DOCKETED

DOCKETED BY

MM

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 JUN 24 PM 3:51

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sent following letter to consumer:

June 24, 2009

Howard Adams

RE: ARIZONA PUBLIC SERVICE COMPANY
DOCKET NO. E-01345A-08-0172

Dear Mr. Adams;

Your opinion regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in docket no. E-01345A-08-0172
End of Comments

Date Completed: 6/24/2009

Opinion No. 2009 - 79959
